

# Ontario Ministry of the Environment

## Service Charter

This charter outlines the Ministry of the Environment's (MOE) service principles and explains what you, our clients, can expect from us in the way of service quality. The charter also outlines program services delivered by the ministry as well as standards of service.

In addition, the charter also explains how you can provide feedback on how we are doing so that we can continue to improve client satisfaction.

### Our Vision

An Ontario with clean and safe air, land and water that contributes to healthy communities, ecological protection and a green, sustainable economy for present and future generations.

### Our Mission

Working with all Ontarians and engaging partnerships with business and governments to prevent pollution, restore and protect the environment to enhance public health, environmental quality and economic vitality.

### Our Commitment to Service

We are committed to providing high quality, cost effective services that keep pace with rising public expectations.

We are committed to the following service principles:

- **Accessible:** easy to access; accessible to persons with disabilities; integrated and coordinated
- **Responsive:** timely response to questions, requests and concerns; service improvements based on feedback; duplication avoided and administrative burden minimized
- **Reliable:** clear, accurate and relevant; dependable
- **Caring:** equitable, fair and courteous service by knowledgeable staff; customers treated with dignity
- **Accountable:** protection of privacy and personal information; efficient and effective management of resources; focus on service value

We are committed to serving the French speaking population of Ontario with an active offer of service. We will ensure these services are of equal quality and are

provided in an equivalent manner in French. **Services in French** may be obtained at any ministry office located in or serving a [designated area](#), or by contacting the ministry's Public Information Centre or any of the topic-specific toll-free lines listed under "Other Contact Options" below.

We strive to provide services in a way that respects the dignity and independence of all persons, including **persons with disabilities**. We are committed to ensuring that customers with disabilities receive services with the same quality and timeliness as others do. This includes services to persons who use assistive devices, or are accompanied by a support person or a service animal.

We will communicate with persons with disabilities in ways that take into account their disability. We will provide notice in the event of a temporary disruption in facilities or services that people with disabilities usually use to access our services (e.g., elevator, TTY). Please refer to the "[OPS Accessible Customer Service Policy](#)" for additional information.

We are responsible for implementing and administering the **Freedom of Information and Protection of Privacy Act** within the ministry and its affiliated agencies. We are committed to providing access to government records and to protecting personal information in accordance with legislation. Please contact our office using the methods listed under "Feedback Options" below for more information about the Act and filing a Freedom of Information (FOI) request.

## Our Program Services

The ministry continues to create program standards that will guide us in our efforts to meet or exceed clients' needs and expectations.

The service standards that have been developed to date may be found at:

- [Drinking Water Wastewater Operator Certification](#)
- [Drive Clean Office](#)
- [Environmental Compliance Reports](#)
- [Ontario Environmental Leaders Program](#)
- [Next Generation Jobs Fund Program - Application for a Certificate of Approval](#)
- [Ontario Community Environment Fund](#)
- [Permit To Take Water Applications](#)
- [Approval of Public Transit Projects](#)
- [Renewable Energy Approvals](#)
- [Spills Action Centre](#)

## **Our Common Service Standards**

We will endeavour to:

- Answer phone calls before the fourth ring, and forward our phones when we are unavailable.
- Not redirect your call more than once.
- Return your call within one business day.
- Respond to your mail, fax or email within 15 business days of receiving it.
- Respond to your FOI request within 30 calendar days of receiving it.

Our core hours of operation are 8:30 am to 5:00 pm, Monday to Friday unless otherwise posted.

## **How You Can Help**

You can help us serve you better by:

- giving us pertinent, timely and accurate information
- supplying feedback on the service we provide
- treating our staff with courtesy and respect

## **Feedback**

The MOE welcomes public feedback about how we provide our services. To assess our performance, the ministry gathers feedback through various means, including through our online feedback form, telephone/TTY, email, fax, and in person.

Feedback received in person or by telephone or TTY at our front counters/desks will be recorded by ministry staff and directed to the appropriate branch/division/program area to address the feedback. All feedback received will be logged and tracked to ensure that feedback received by the ministry is managed appropriately.

Where feedback is provided by any of the means described above, we will endeavour to provide a response by mail or email within 15 business days in accordance with the OPS Common Service Standards.

Complaints or inquiries regarding services in French may also be made directly to the [French Language Services Commissioner](#).

## Feedback Options

Online: MOE Internet site under Contact Us.  
In person: At any ministry front counter office across the province.  
Telephone: 416-325-4000 or 1-800-565-4923  
TTY: 416-326-9236 or 1-800-515-2759  
Fax: 416-325-3159  
Email: [picemail.moe@ontario.ca](mailto:picemail.moe@ontario.ca)  
Mail: Public Information Centre  
135 St. Clair Ave West, 1<sup>st</sup> Floor  
Toronto, Ontario M4V 1P5

## Other Contact Options

Spills or Emergencies  
1-800-268-6060

Pollution Hotline  
1-866-MOE-TIPS (1-866-663-8477)

## Freedom of Information Requests

Complaints about decisions regarding your FOI request may be made by contacting the Information and Privacy Commissioner/Ontario, 2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8 (800-387-0073 or 416-326-3333). Please note that there is a \$25.00 fee and you have 30 days from receipt of the decision letter to request a review.

Freedom of Information and Privacy Office  
General inquiries: 416-314-4075  
[www.ene.gov.on.ca/envision/foi/index.htm](http://www.ene.gov.on.ca/envision/foi/index.htm)

This document is available in alternate formats.

Ce document est disponible en français.